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# AT&T Service Quality Measurement Plan (SQM)

Kentucky Performance Metrics

Measurement Descriptions  
Version 4.01-2

Effective Date: ~~September 1, 2012~~ March 1, 2014



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## Appendix A: Glossary of Acronyms and Terms

### Symbols used in calculations

-

A mathematical operator representing subtraction.

+

A mathematical operator representing addition.

x

A mathematical operator representing multiplication

/

A mathematical operator representing division.

<

A mathematical symbol that indicates the metric on the left of the symbol is less than the metric on the right.

<=

A mathematical symbol that indicates the metric on the left of the symbol is less than or equal to the metric on the right.

>

A mathematical symbol that indicates the metric on the left of the symbol is greater than the metric on the right.

>=

A mathematical symbol that indicates the metric on the left of the symbol is greater than or equal to the metric on the right.

()

Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

### A

#### **ABM**

AT&T Business Manager is a front end ordering system that provides service order negotiation for Small and Large Business customers.

#### **ACD**

Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.

#### **Aggregate**

Sum total of all items in a like category, e.g. CLEC aggregate equals the sum total of all CLEC data for a given reporting level.

#### **ALEC**

Alternative Local Exchange Company – An AT&T wholesale customer who competes with the Incumbent Local Exchange Carrier (ILEC) and other carriers in providing local service.

#### **ADSL**

Asymmetrical Digital Subscriber Line – A transmission technology that allows the use of one existing local twisted-pair to provide high-bandwidth data and voice services simultaneously.



## OSS-2 [IA]: OSS Interface Availability (Pre-Ordering/Ordering/Maintenance & Repair)

OSS Table 1: SQM Interface Availability for Pre-Ordering/Ordering

OSS Interface Availability Application	Applicable to	% Availability
LEX.....	CLEC.....	X
LASR.....	CLEC.....	X
WFM.....	CLEC.....	X
OBF.....	CLEC.....	X
Enhanced Verigate.....	CLEC.....	X
LESOG.....	CLEC.....	X
LNP Gateway.....	CLEC.....	X
XML Gateway.....	CLEC.....	X
COG.....	CLEC.....	X
SGG.....	CLEC.....	X
DOE.....	CLEC/AT&T.....	X
SONGS.....	CLEC/AT&T.....	X
ATLAS/COFFI.....	CLEC/AT&T.....	X
BOCRIS/CRIS.....	CLEC/AT&T.....	X
DSAP.....	CLEC/AT&T.....	X
RSAG.....	CLEC/AT&T.....	X
SOCS.....	CLEC/AT&T.....	X
LFACS.....	CLEC/AT&T.....	X
RNS.....	AT&T.....	X
<del>ROS</del> ABM.....	AT&T.....	X

OSS Table 2: SQM Interface Availability for Maintenance & Repair

OSS Interface	% Availability
AT&T TAFI.....	X
CLEC TAFI.....	X
CLEC EBTA.....	X
<b>AT&amp;T &amp; CLEC</b>	
CRIS.....	X
LNP Gateway.....	X
MARCH.....	X
NSDB.....	X
OSPCM.....	X
PREDICTOR.....	X
SOCS.....	X